

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE

SAN FRANCISCO, CA 94102-3298



March 16, 2006

Dear Parties to Proceeding R.00-02-004, the Commission's Telecommunications Bill of Rights:

The California Public Utilities Commission (CPUC) will hold its first workshop on the Bill of Rights Consumer Education Program, on Thursday, March 30 from 10 a.m. to 4 p.m. PST, at the CPUC Training Room B, 505 Van Ness Avenue, San Francisco. Carriers, consumer organizations and other interested parties are invited to attend and discuss best practices for a consumer education program, as noted in the decision (D.06-03-013) at 13.3.1, pg. 120:

"In designing such materials, we will look to both carriers and consumer organizations for input about questions to be addressed, the form in which answers should be created, and the manner in which the materials should be distributed for maximum effect. We agree with multiple commenters that all interested parties should have the chance to have input into content development ... and direct CSID to hold workshops addressing the design, content, and dissemination of such consumer education materials."

One or more Commissioners may attend the workshop, but no other issues will be discussed or decided.

Please let us know if you plan to attend by Wednesday, March 22 at 5:00 p.m. PST. When you respond, also let us know if you would like to present anything and approximately how long you think you will need to make your presentation. Everyone is invited to bring samples to the workshop, but if so, please bring sufficient copies for attendees. After receiving your responses we will develop the workshop agenda.

We look forward to seeing you there. Please respond by e-mail or phone call to Kyle DeVine at kyl@cpuc.ca.gov or 213-576-7050.

Sincerely,

Kyle DeVine, Analyst
CPUC Consumer Services and Information Division